STATEWIDE PUBLIC LIBRARY SERVICES FOR PEOPLE WITH DISABILITIES PROGRAM: FINAL REPORT BY HARDER+COMPANY, DAVIS, CA

Executive Summary

This report summarizes the results from a pre and post-test administered by seven libraries in fall 2003 and fall 2004 in order to measure the impact of the Statewide Public Library Services for People with Disabilities Program.

Increase in Awareness of Services for People with Disabilities
Overall, 61% of respondents in the intervention libraries and 37% of respondents in the control libraries reported that they knew about the library's services for people with disabilities. The differences between the intervention and the control sites remained significant in the post-test.

Respondents continued to report that their primary source of information about the services was library staff. In the post-test, fewer respondents indicated they had heard about the services from a friend, family member or caregiver, and more respondents noted flyers, library website, newspaper, and other. This may reflect the outreach efforts by libraries during the year.

Respondents who indicated they had a disability that affected their use of the library showed an increase in awareness of services for people with disabilities from the pre to the post-test. Awareness was examined by type of reported disability and appears to have increased in all categories.

Reduction of Barriers to Library Use
The intervention sites showed a reduction in all barriers for those with disabilities. The largest reduction was in difficulty using the computers (-15%). Hours open and inability to find or reach materials both decreased by 12%.

Increase in Satisfaction with Library Services
The satisfaction ratings at the intervention libraries improved from the pre-test to the post-test. Post-test ratings for ease of using the library, accessibility of books and materials, library services for people with disabilities, attitudes of staff while assisting people with disabilities, and library services overall were all between good and outstanding. The pre-test ratings were between adequate and good.

Increase in Services Available for People with Disabilities
Each library completed a library scan detailing the types of services available at the library in 2003 and in 2004. The library scan is divided into three sections: alternative format materials, special services and assistive technology. The libraries also had the opportunity to add in other services that are not listed in the detailed categories. When the overall number of services

offered by each library was reviewed, the intervention libraries showed an increase in every category. The two control libraries showed an increase in one category, no change in a category and a decrease in two categories.

The alternative format materials showed the greatest gain in the acquisition of described videos at three of the five intervention libraries. Other services that were added include talking books, Braille books and closed-caption videos.

Special services showed large gains in the intervention libraries. All libraries added training and assistance in using the adaptive and assistive technologies. Four of the five libraries added an advisory group of people with disabilities and volunteer technology assistant in the library. Services that were discontinued at a intervention library during the year include, dial in access to OPAC, extended loan periods, fax access to the reference and/or circulation desk and home delivery service.

Assistive technology also increased at the intervention libraries. Adjustable lighting with magnification was added in three of the five libraries. Assistive listening devices for use in the library, assistive listening system in meeting rooms/auditoriums, and electronic magnifiers (CCTV) were added by two of the five libraries.

On average, the intervention and control libraries showed similar availability of services prior implementation of the Statewide Public Library Services for People with Disabilities Program. In the year since program implementation, the intervention libraries have added an average of nineteen services, and the control libraries have lost an average of three services. Thus, the gap between the two groups has widened significantly.

The overall findings for all libraries showed that respondents who indicated they had a disability were aware of an average of eleven services, respondents who did not indicate they had a disability were aware of an average of eight services. More awareness was indicated for the alternative format materials (53%), than for assistive technology (31%) or special formats (24%). Overall, there was 34% awareness in the intervention libraries, and 32% awareness in the control libraries of the items indicated on the library scan.

Conclusions
The results of this report show considerable impact in the intervention libraries after the implementation of the Statewide Public Library Services for People with Disabilities Program. It also provides a preliminary glimpse of what can happen to the availability and variety of services for people with disabilities at libraries who have not received additional funding to serve this population.

Overview

The evaluation of the Statewide Public Library Services for People with Disabilities Program consisted of two phases. The first phase included the creation of a community awareness survey and distribution to seven library sites (five intervention libraries and two control libraries). The findings from this phase provided information about the differences in awareness and services between the control and intervention sites, and served as a baseline for comparison of the data collected in phase two.

The second phase consisted of small revisions to the original survey and redistribution to all seven library sites one year later. This report utilizes the data from both phases to describe differences between the control and intervention libraries as well as what has changed after the intervention libraries implemented their funded programs.

Methods

Sampling

The sampling for the pre and post-test was done at the same seven sites. The intervention libraries all received funding from the Statewide Public Library Services for People with Disabilities Program; the control libraries did not receive funding. The library sites were chosen based on their representation of multiple focus areas, geographic diversity, and commitment to the evaluation process.

Intervention Libraries	Control Libraries
° Long Beach Public Library	° Chula Vista Public Library
° Oakland Public Library	° Colusa Public Library
° Plumas County Library	
° Sacramento Public Library	
° Torrance Public Library	

Local sampling and implementation plans were developed with the individual libraries during phase one. Libraries were encouraged to distribute the surveys in a similar fashion during phase two. Sampling plans are detailed in the individual library reports.

Survey

Phase One: Pre-Test

The survey was created and the five intervention libraries were given the opportunity to pilot the survey and provide feedback. Three libraries participated in the pilot. Surveys were piloted in the Oakland, Torrance and Sacramento sites by phone and/or written response. The surveys were also reviewed by the library contacts in the three sites. The final pre-test survey incorporated the suggestions from the individual libraries. The survey was only available in English.

In addition to the topics agreed upon in the scope of work, questions were added to explore potential barriers to using the library, how the public perceives the general and special services at the library. A copy of the pre-test survey is attached in Appendix A.

After the survey was finalized, 150 copies were sent to each of the five intervention libraries with the goal of having 100 returned. After the preliminary data collection, the control groups were added and the libraries that were unable to collect 100 surveys during the initial survey period were asked to redistribute the surveys in an effort to increase the sample size.

Phase Two: Post-Test

After the phase one analysis was completed, several questions were identified as unable to provide useful information for evaluation purposes. These questions were modified to increase the usefulness of the post-test data collected. A copy of a post-test survey is attached in Appendix B. The original and modified versions of the questions along with the rationale for change are presented in the table below:

Changes in Survey Questions: Phase One and Two		
Phase One: **Pre-Test Question**	**Phase Two:** **Post-Test Question**	**Rationale for Change**
Question 1, part 3: If "yes," what services are provided by the library for people with disabilities? (open-ended)	Question 11: Which of the following services for people with disabilities are available at the library? (Check all that apply.)	The original question generated very few responses. The responses that were given were too disparate to be coded.
Question 5: How often do you *plan to use* library services for people with disabilities?	Question 5: In the next year, how often do you *plan to use* library services for people with disabilities?	Some responses from the pre-test were not focused on the imminent future, but rather individual's predictions that as they aged, they would need the services "someday".
Question 12: Do you know other people who have disabilities that affect their ability to use the library? If yes, please indicate the individual's disability and their relationship to you. Please use back of survey if more space is needed.	Question 13: Do you know other people who have disabilities that affect their ability to use the library? If yes, please indicate the type of disability. (Check all that apply.)	The pre-test responses regarding relationship to the individual were not used for analysis and were deemed cumbersome to the survey respondent.

After the above modifications were made, the post-test was translated into Spanish. All libraries were sent surveys in English and Spanish for distribution. The survey period for this phase was not extended. The surveys were sent to the library sites on September 9, 2004. All surveys that were returned by October 8, 2004 are included in the analysis that follows.

Data Collection

During phase one, a number of problems emerged during the survey distribution and data collection period. Mailing problems prevented some of the sites from getting the surveys when they expected, personal emergencies arose which meant the original contact was unable to distribute the surveys as expected, and the staff at some sites perceived the survey distribution as a burden.

These issues were addressed in phase two by providing electronic as well as hard copies to all library sites and minimizing the data collection period to reduce the burden on the primary contacts and staff.

In phase two, 1185 surveys were distributed among the seven sites; 421 were received by Harder+Company Community Research by the October 8th deadline. An analysis of the results was undertaken though this number was significantly lower than the 700 surveys anticipated. The number of surveys returned per site is shown below:

Sample Size at Intervention and Control Libraries: Phase One and Two				
	Phase One: Pre-Test		Phase Two: Post-Test	
Library Site	Frequency	Percent	Frequency	Percent
Chula Vista	107	16%	112	27%
Colusa	15	2%	22	5%
Long Beach	100	15%	39	9%
Oakland	109	16%	80	19%
Plumas	73	11%	26	6%
Sacramento	104	15%	15	4%
Torrance	173	25%	127	30%
TOTAL	681	100%	421	100%

The single data collection period was cited as the primary reason there were fewer surveys in phase two. One site sent the surveys out to other branches and had difficulty getting them back

in time, another site stated the single period did not coincide with a community event as it had in phase one.
Results

Evaluation Questions

This report will address the following questions based on the 681 phase one responses and the 421 phase two responses:

- Are community members aware of the services for people with disabilities? If so, how did they hear about them?
- What are the respondent demographics?
- Are the respondents disabled? Do they know someone who is disabled? If so, what type of disability?
- How often do respondents use the library?
- How often do respondents use the services for people with disabilities? How often do they intend to use the services for people with disabilities?
- What is the difference in awareness of services for people with disabilities among different demographic groups?
- What is the difference in awareness of services for people with disabilities in different communities?
- What is the difference in awareness of services for people with disabilities between library users and non-users?
- What is the difference in awareness of services for people with disabilities between people with the specific disability that the new services target and people with other disabilities?

In addition, this report will address the following questions that were added during the survey review process.

- What barriers prevent patrons from using library services?
- How do patrons rate the library services in general, the attitudes of staff, and the services for people with disabilities?
- Which services for people with disabilities are library patrons aware of and how do these responses compare to the actual services for people with disabilities that were recorded on the Library Scan?

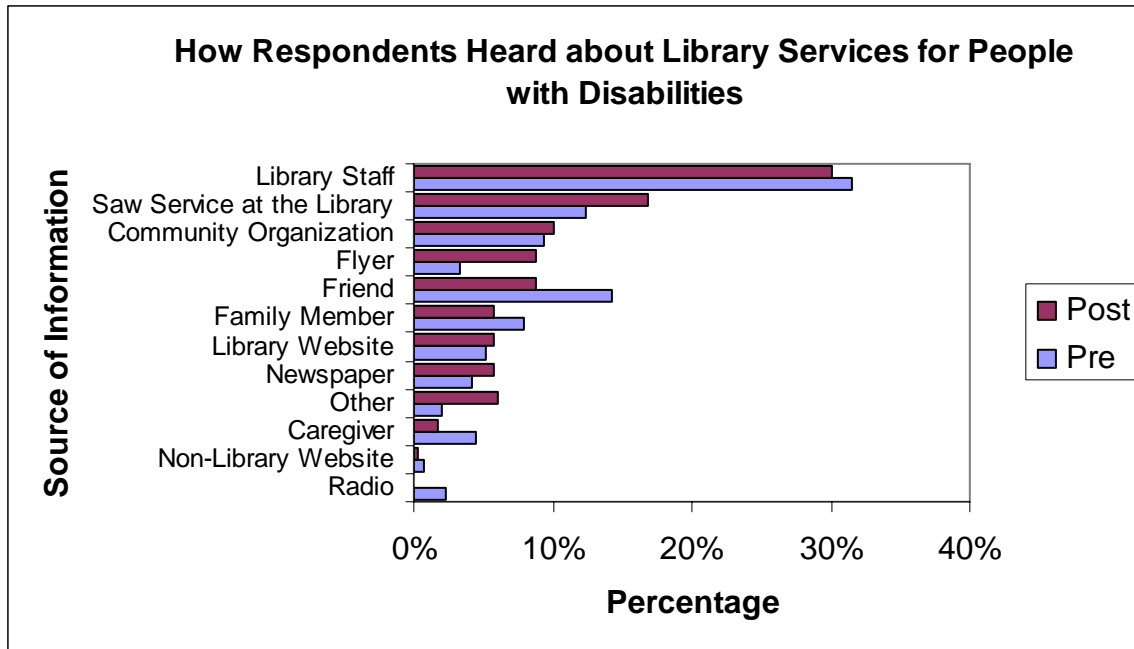All surveys were entered into SPSS and analyzed using frequencies, crosstabs and/or t-tests.

Awareness of Services for People with Disabilities

Are community members aware of the services for people with disabilities? If so, how did they hear about them?

Overall, 61% of respondents in the intervention libraries and 37% of respondents in the control libraries reported that they knew about the library's services for people with disabilities. Both the intervention and the control libraries showed an increase of 26% from the first to the second survey period.   The differences between the intervention and the control sites remained significant in the post-test (p-value: .00, n=421).

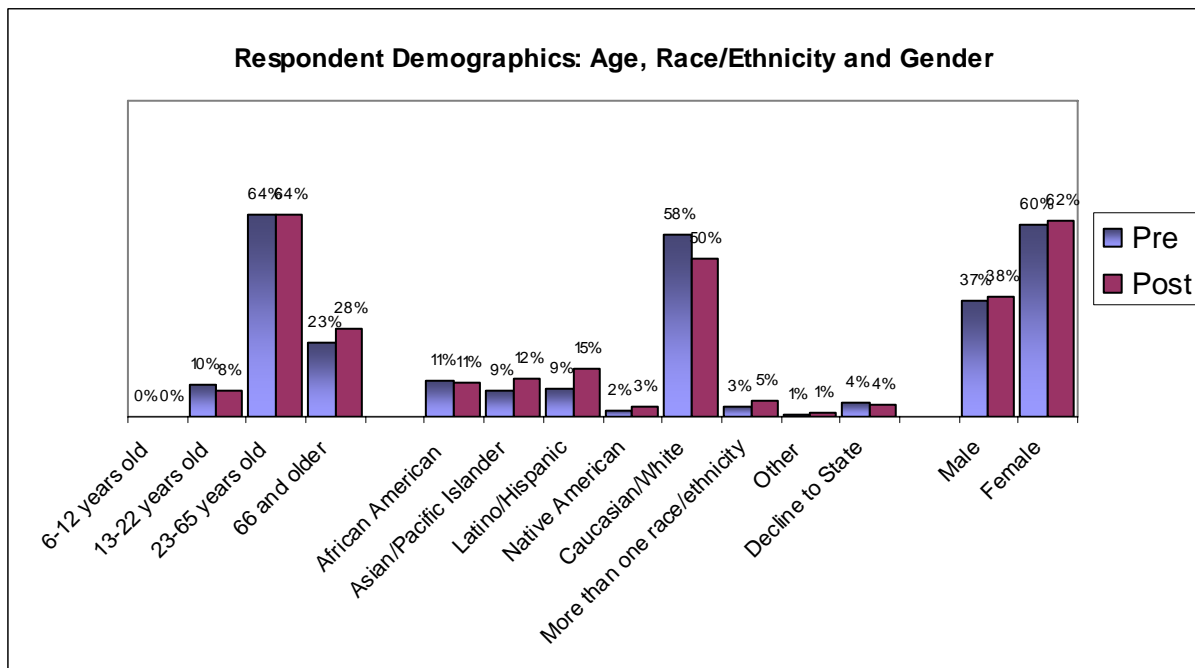| Awareness of Services for People with Disabilities			
	Pre-Test	Post-Test	Change
Control Libraries			
Chula Vista	14%	36%	22%
Colusa	8%	43%	35%
Overall	11%	37%	26%
Intervention Libraries			
Long Beach	40%	79%	39%
Oakland	26%	42%	16%
Plumas	39%	50%	11%
Sacramento	29%	80%	51%
Torrance	40%	66%	26%
Overall	35%	61%	26%

Respondents continued to report that their primary source of information about the services was library staff. In the post-test, fewer respondents indicated they had heard about the services from a friend, family member or caregiver, and more respondents noted flyers, library website, newspaper, and other. This may reflect the outreach efforts by libraries during the year.
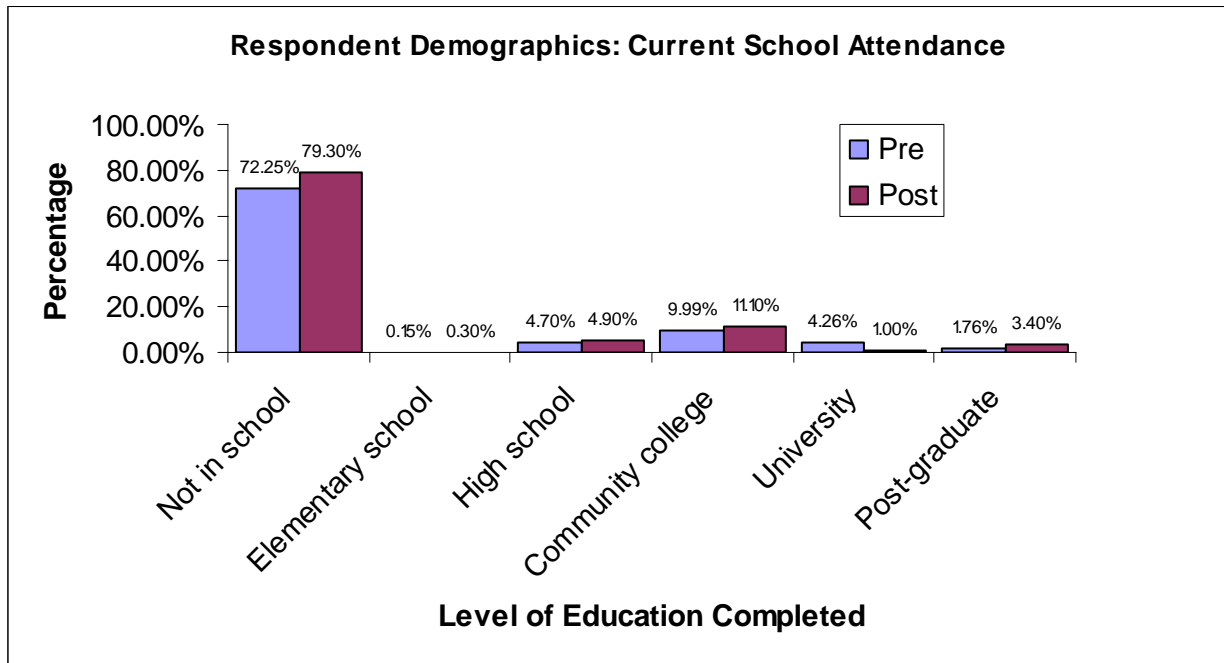
How Respondents Heard about Library Services for People with Disabilities
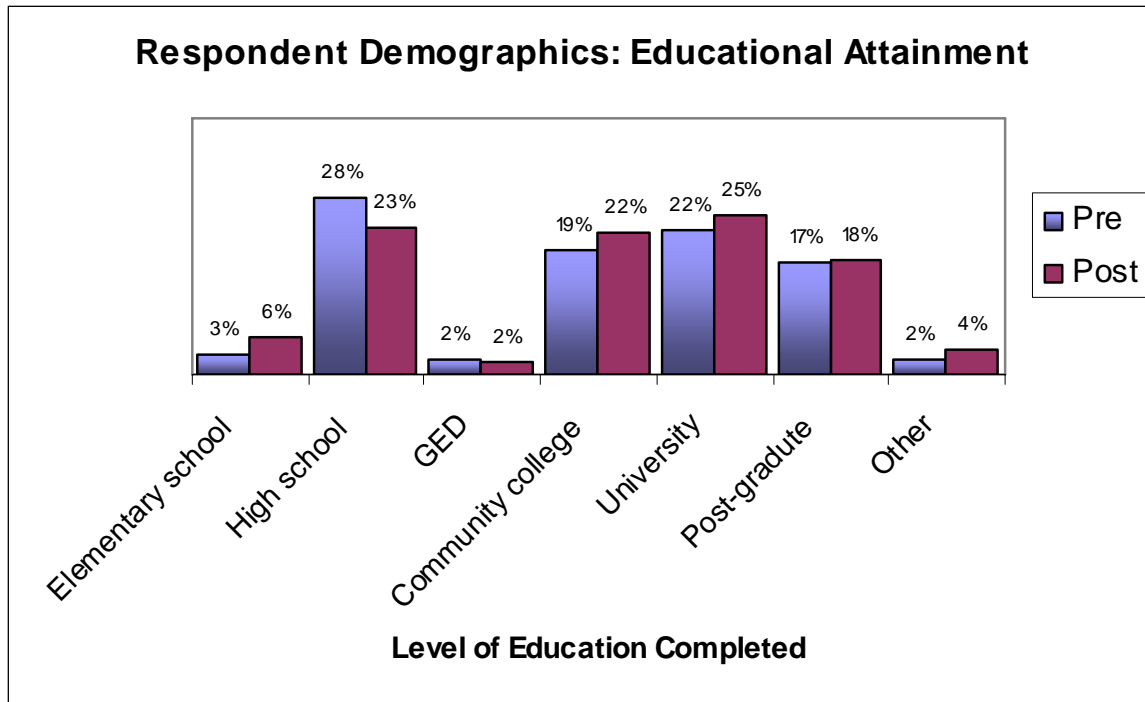
A bar chart showing Source of Information (y-axis) versus Percentage (x-axis, 0% to 40%) comparing Post and Pre responses. Categories: Library Staff, Saw Service at the Library, Community Organization, Flyer, Friend, Family Member, Library Website, Newspaper, Other, Caregiver, Non-Library Website, Radio.

Demographics

What are the respondent demographics?

The respondents in both phases were primarily over 22 years old, Caucasian and female.

Respondent Demographics: Age, Race/Ethnicity and Gender

A bar chart comparing Pre and Post percentages across categories: 6-12 years old (0%, 0%), 13-22 years old (10%, 8%), 23-65 years old (64%, 64%), 66 and older (23%, 28%), African American (11%, 11%), Asian/Pacific Islander (9%, 12%), Latino/Hispanic (9%, 15%), Native American (2%, 3%), Caucasian/White (58%, 50%), More than one race/ethnicity (3%, 5%), Other (1%, 1%), Decline to State (4%, 4%), Male (37%, 38%), Female (60%, 62%).

72% of the respondents in the pre-test and almost 80% of the respondents in the post-test indicated they were not currently in school. Of those in school, the highest percentage indicated they were attending a community college.
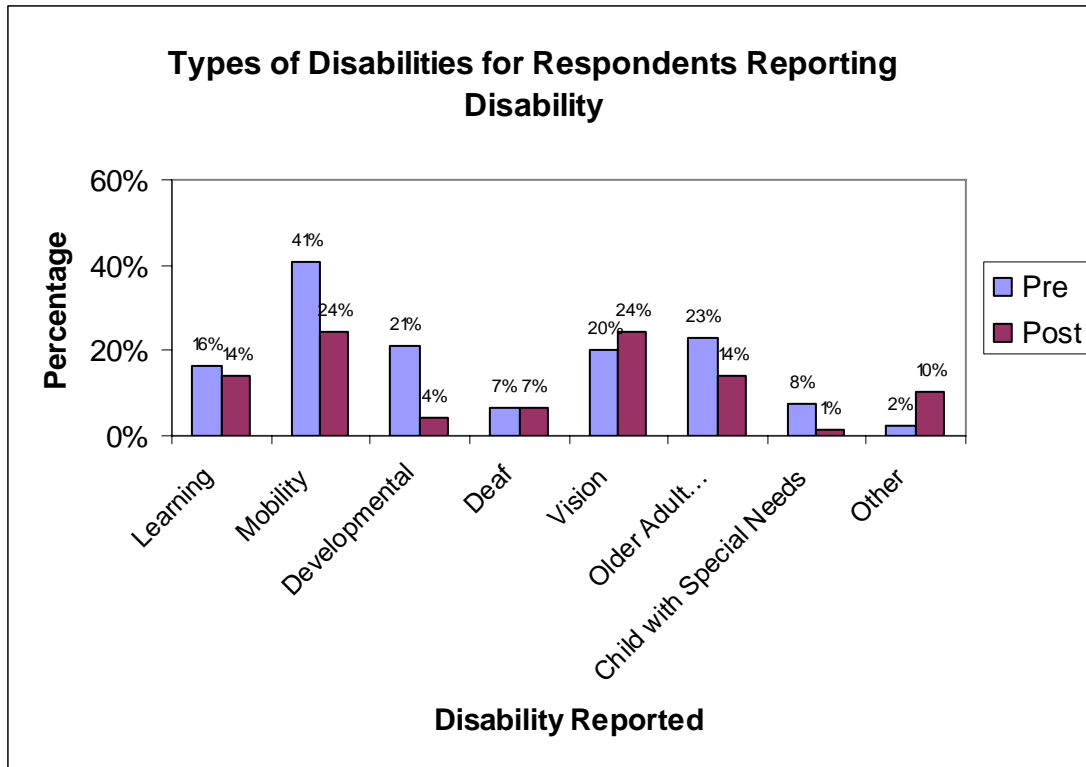
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Respondent Demographics: Current School Attendance

Pre
Post

	Not in school	Elementary school	High school	Community college	University	Post-graduate
Pre	72.25%	0.15%	4.70%	9.99%	4.26%	1.76%
Post	79.30%	0.30%	4.90%	11.10%	1.00%	3.40%

Percentage

Level of Education Completed

In both phases, most respondents indicated they had completed high school, and over 50% completed college.

Respondent Demographics: Educational Attainment

Pre
Post

Elementary school	3% / 6%
High school	28% / 23%
GED	2% / 2%
Community college	19% / 22%
University	22% / 25%
Post-gradute	17% / 18%
Other	2% / 4%

Level of Education Completed

Disabilities

Are the respondents disabled? Do they know someone who is disabled? If so, what type of disability?

Overall, 27% of respondents indicated they were disabled in the pre-test and 22% in the post-test. In the post-test, respondents were more likely to report having a vision disability than in the pre-test (24% and 20% respectively) and less likely to report a mobility (24% and 41% respectively) or developmental disability (4% and 21% respectively) than in the pre-test. There were also a smaller percentage of respondents indicating they were an older adult with sensory or mobility disabilities or a child with special needs in the post-test than in the pre-test.

Types of Disabilities for Respondents Reporting Disability

Chart: Percentage (y-axis, 0% to 60%) vs. Disability Reported (x-axis). Legend: Pre (light), Post (dark).

- Learning: Pre 16%, Post 14%
- Mobility: Pre 41%, Post 24%
- Developmental: Pre 21%, Post 4%
- Deaf: Pre 7%, Post 7%
- Vision: Pre 20%, Post 24%
- Older Adult...: Pre 23%, Post 14%
- Child with Special Needs: Pre 8%, Post 1%
- Other: Pre 2%, Post 10%

In both phases, 36% of respondents indicated they knew someone with a disability that affected their ability to use the library. Of this 36%, respondents in the post-test indicated more types of disabilities than in the pre-test. Mobility disabilities were the most reported in both phases, followed by vision disabilities, older adults with sensory and/or mobility disabilities, learning disabilities and developmental disabilities.

Respondents Indicating They Know Someone with a Diasability by Type of Disability
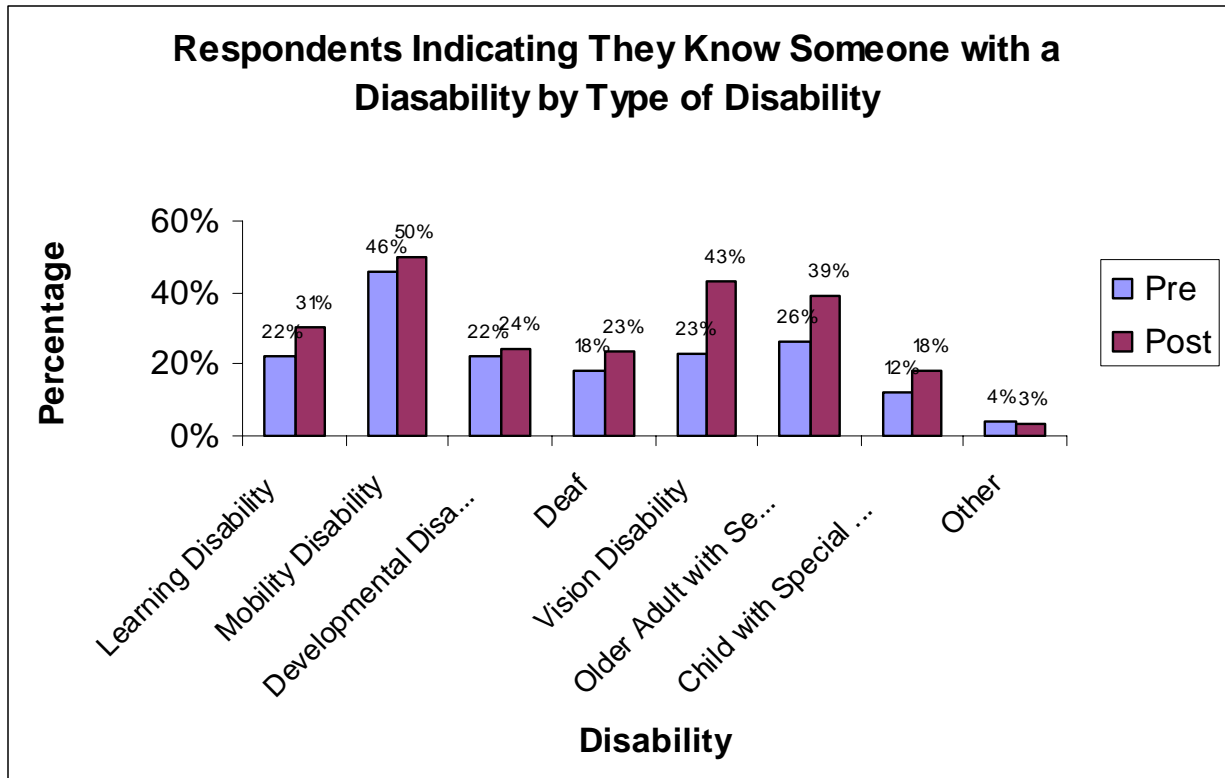
Library Use

How often do respondents use the library?

Overall, the post-test respondents reported more frequent use of the library than the pre-test respondents. This is likely due to the single data collection period. An extended collection period would be more likely to capture less frequent users. Only 5% of respondents in phase two were non-library users.

Frequency of Library Use

Frequency	Post	Pre
Daily	18%	10%
Weekly	34%	34%
Monthly	24%	31%
Yearly	9%	9%
Other	8%	6%
Never	5%	9%
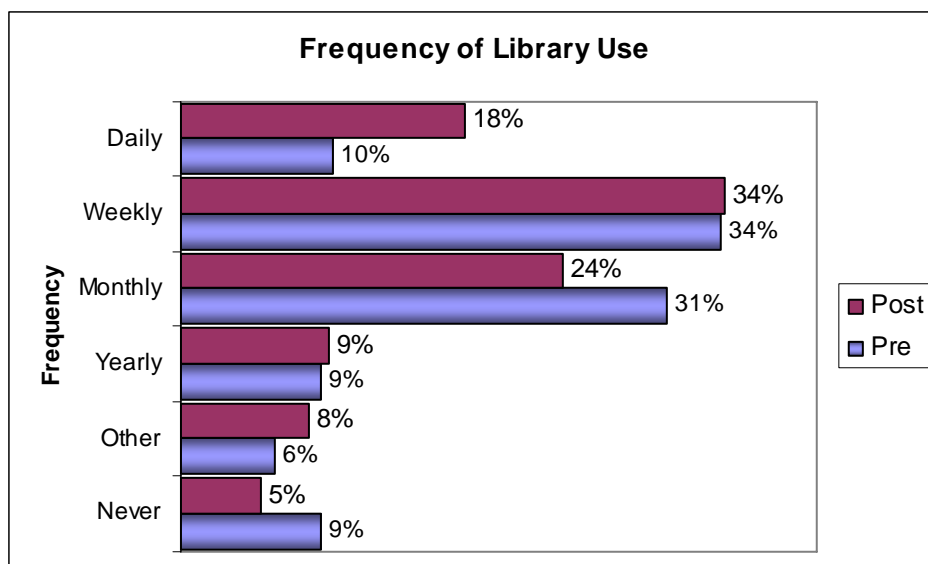
Use of Services for People with Disabilities

How often do respondents use the services for people with disabilities? How often do they intend to use the services for people with disabilities?

Respondents reported their current use and their anticipated future use of the library services for people with disabilities. NOTE: The question was modified in the post-test to clarify the time frame of "Within the next year, …". Overall, the post-test saw more frequent current use and more frequently projected future use.

Current and Future Use of Library Services for People with Disabilities				
	Pre-Test		Post-Test	
Frequency	Current Use	Future Use	Current Use	Future Use
Daily	2%	2%	5%	7%
Weekly	7%	11%	11%	15%
Monthly	8%	11%	11%	19%
Yearly	3%	4%	6%	5%
Other	2%	13%	3%	7%
Never	70%	48%	64%	47%

Differences in Awareness: Demographic Groups

What is the difference in awareness of services for people with disabilities among different demographic groups?

In the pre-test report, significant differences in awareness were seen between gender and age groups. Women and respondents between 23 and 65 were more likely than men and other age groups to be aware of the services (p-values were .03 and .00 respectively).

In the post-test data, significant differences were found by race/ethnicity, employment status and educational level completed (p-values were .00, .07 and .00 respectively).
Respondents who identified themselves as Caucasian/White were more likely to know about the services than other racial groups. Respondents who identified themselves as Latino/Hispanic were much less likely to know about the services for people with disabilities. (p-value: .00, n=392). Those respondents who indicated they were not currently employed were more likely to know about the services. (p-value: .07, n=390). Respondents who indicated that elementary school was the highest level of education they had completed were much less likely to know about the services, and the respondents who completed their GED and those who indicated university as their highest level of education were more likely to know about the services. (p-value: .00, n=387).

Differences in Awareness: Different Communities

What is the difference in awareness of services for people with disabilities in different communities?

As mentioned previously, there is a significant difference in awareness between the intervention and control libraries. The respondents in the control libraries were less likely to know about the services for people with disabilities. When examined by site, the control libraries show no significant difference between sites. The intervention libraries do show significant differences in awareness. (p-value: .00, n=285). Respondents in Long Beach, Sacramento and Torrance were more likely report awareness of services for people with disabilities than the respondents in Oakland and Plumas. Please note this may be due to a number of factors, primarily how (and to whom) the survey was distributed at each of the sites.

Awareness of Library's Services for People with Disabilities by Control and Intervention Libraries			
	Have you heard about the library's services for people with disabilities?		
Intervention Libraries	No	Yes	Total
Long Beach	8	31	39
Oakland	45	33	78
Plumas	13	13	26
Sacramento	3	12	15
Torrance	43	84	127
TOTAL	112	173	285

Difference in Awareness: Library Use

What is the difference in awareness of services for people with disabilities between library users and non-users?

Though the post-test showed marginal significance in the differences in awareness based on frequency of library use (p-value: .14), the post-test showed no significance (p-value: .33). Thus there is little difference between frequency of library use for those respondents who indicated they were aware of the services and those who did not.

Frequency of Library Use for those Reporting Awareness of Library Services for People with Disabilities		
Frequency	Pre-Test	Post-Test
Daily	14%	16%
Weekly	34%	35%
Monthly	32%	28%
Yearly	6%	8%
Other	5%	5%
Never	8%	7%

Difference in Awareness: Types of Disability

What is the difference in awareness of services for people with disabilities between people with the specific disability that the new services target and people with other disabilities?

In each of the library sites, the number of respondents who indicated they had the targeted disability was very low (range by site was four to ten respondents). Such a small sample size does not lend itself to analysis or inferences.

Overall, there was an increase in the awareness of services for people with disabilities from the pre to the post-test. Note that the sample sizes are small and the frequency of the responses and the percent of yes responses are shown below. Awareness appears to have increased in all categories.

Awareness of Services for People with Disabilities by Type of Respondent Disability						
	Pre-Test			Post-Test		
Disability	Yes: Aware	No: Not Aware	Percent Indicating Awareness	Yes: Aware	No: Not Aware	Percent Indicating Awareness
Learning Disability	16	13	55%	17	2	89%
Mobility Disability	31	41	43%	25	8	76%
Developmental Disability	11	27	29%	3	3	50%
Deaf	7	5	58%	7	2	78%
Vision Disability	15	21	42%	29	4	88%
Older Adult with Sensory and/or Mobility Disabilities	14	26	35%	12	7	63%
Child with Special Needs	7	7	50%	2	0	100%

Barriers to Library Use

What barriers prevent patrons from using library services?

Respondents were asked to identify which of the following barriers interfere with their ability to use the library. Phase one and phase two responses were compared to show the change in the number of barriers identified. Note that the change is in the number of times the barrier was identified, thus a negative percentage indicates less respondents identifying that barrier.

The intervention sites showed improvement in all barriers for those with disabilities. The control sites were not included in this analysis as the number of respondents with disabilities was too small for analysis (pre-test, n=8; post-test, n=13).

Barriers to Library Use: Respondents with a Disability at Intervention Libraries, Pre and Post-test Comparison			
Barrier	Intervention		
	Pre-Test (n=176)	Post-Test (n= 187)	Change
Attitudes of staff or public	3%	2%	-1%
Communication with staff	8%	2%	-6%
Difficulty using the computers	24%	9%	-15%
Hours open	19%	7%	-12%
Inability to find or reach materials	18%	6%	-12%
Inability to use standard library materials	12%	4%	-8%
Parking at the library	13%	7%	-5%
Physical access to and within the building	11%	5%	-7%
Transportation to library	15%	6%	-9%
Other	2%	2%	0%

Summary of Ratings

How do patrons rate the library services in general, the attitudes of staff and the services for people with disabilities?

Five questions were asked to directly measure respondent satisfaction with the library services and the services for people with disabilities. The ratings were based on the following five-point scale: Poor=1, Fair=2, Adequate=3, Good=4 and Outstanding=5. Though respondents who indicated "don't know" were included in the pretest report submitted in December 2003, upon closer analysis, it was determined that including these respondents was artificially lowering the mean scores. For this analysis, respondents who answered "Don't Know" were excluded. The following table summarizes the average rating by respondents who indicated they have a disability. The bolded value indicates the only rating that was less than adequate (mean score less than three).

Ratings of Library Services				
	Intervention		Control	
Rating Question	Pre-Test	Post-Test	Pre-Test	Post-Test
How would you rate the ease of using the library?	3.57	4.12	3.25	3.73
How would you rate the accessibility of books and materials within the library?	3.46	4.09	3.00	3.92
How would you rate the library's services for people with disabilities?	3.50	4.22	**2.57**	3.89
How would you rate the attitudes of staff at the library when providing services for people with disabilities?	3.91	4.36	4.17	4.39
How would you rate the library services overall?	3.90	4.42	4.00	4.34

Overall, the satisfaction ratings at the intervention libraries improved from the pre-test to the post-test. Post-test ratings were all between good (score of 4) and outstanding (score of 5). The satisfaction ratings at the control libraries also improved, and the post-test ratings were all between adequate (score of 3) and outstanding (score of 5).

Awareness of Specific Library Services for People with Disabilities
Which services for people with disabilities are library patrons aware of and how do these responses compare to the actual services for people with disabilities that were recorded on the Library Scan?

Library scans were completed by all library sites prior to program implementation in fall 2003 and after program implementation in fall 2004. Results were compared to determine how many of the original services remained, how many had been added, and how many had been dropped. All five intervention libraries and both control libraries completed a library scan for each phase.

The results show an increase in services and resources available in the intervention sites and an overall decrease in the control sites. The sections below summarize the services available during each timeframe, and detail which services were added and which were lost during the year of program implementation.

The library scan is divided into three sections: alternative format materials, special services and assistive technology. The libraries also had the opportunity to add in other services that are not listed in the detailed categories. When the overall number of services offered by each library is

reviewed, the intervention libraries showed an increase in every category. The two control libraries showed an increase in one category, no change in a category and a decrease in two categories.

Change in the Average Number of Services by Library Scan Category						
	Average Number of Services in Intervention Libraries (n=5)			Average Number of Services in Control Libraries (n=2)		
Library Scan Category	**Pre**	**Post**	**Change**	**Pre**	**Post**	**Change**
Alternative Format Materials	4	12	8	5	4	-1
Special Services	7	12	5	7	8	1
Assistive Technology	3	5	2	1	1	0
Other	0	6	6	3	0	-3

X.

Alternative Format Materials

Intervention Libraries: The alternative format materials showed the greatest gain in the acquisition of described videos at three of the five intervention libraries. Other services that were added include talking books, Braille books and closed-caption videos. The rest of the materials showed no change at the intervention libraries.

Control Libraries: One of the two control libraries showed a decrease in toys/tangibles on the second library scan. Otherwise there was no change noted in the availability of alternative format materials in the control libraries.

Change in Alternative Format Materials Available						
	Intervention Libraries (n=5)			Control Libraries (n=2)		
Alternative Format Materials	**Pre**	**Post**	**Change**	**Pre**	**Post**	**Change**
Described videos	1	4	3	0	0	0
Talking books	1	3	2	0	0	0
Braille books	1	2	1	0	0	0
Closed caption videos	3	4	1	1	1	0
Adaptive technology for loan	0	0	0	0	0	0
Audio books/books on tape	5	5	0	2	2	0
Instructional videos on sign language	4	4	0	2	2	0
Large print books	5	5	0	2	2	0
Toys and other tangibles	1	1	0	2	1	-1

Special Services

Intervention Libraries: Special services showed large gains in the intervention libraries. All libraries added training and assistance in using the adaptive and assistive technologies. Four of the five libraries added an advisory group of people with disabilities and volunteer technology assistant in the library. Services that were discontinued at a intervention library during the year include, dial in access to OPAC, extended loan periods, fax access to the reference and/or circulation desk and home delivery service.

Control Libraries: The control libraries showed similar gains in the training and assistance in using the adaptive and assistive technologies. One control library gained a volunteer technology assistant in library, books by mail and electronic access to library resources from home (or dorm). Services discontinued during the year included email access to reference and/or circulation desk, library cards for proxies/caregivers, and fax access to reference and/or circulation desk.

Change in Special Services Available						
	Intervention Libraries (n=5)			Control Libraries (n=2)		
Special Services	**Pre**	**Post**	**Change**	**Pre**	**Post**	**Change**
Training and assistance in using the adaptive and assistive technologies	0	5	5	0	2	2
An advisory group of people with disabilities	1	5	4	0	0	0
Volunteer technology assistant in library	0	4	4	0	1	1
Email access to reference and/or circulation desk	2	5	3	2	1	-1
ASL or real time captioning offered at public programs	1	3	2	0	0	0
Brochures and library maps in alternative formats	1	3	2	0	0	0
Information and referral to relevant local agencies	3	5	2	2	2	0
Extended reserve periods	0	1	1	0	0	0
Library cards for caregivers/proxies	3	4	1	2	1	-1
Radio reading service or News line for the Blind	0	1	1	0	0	0

Change in Special Services Available						
	Intervention Libraries (n=5)			Control Libraries (n=2)		
Special Services	**Pre**	**Post**	**Change**	**Pre**	**Post**	**Change**
TTY reference service	2	3	1	1	1	0
Ability to check out more than the usual number of materials	2	2	0	1	1	0
Books-by-mail	2	2	0	0	1	1
Electronic access to library resources from home (or dorm)	5	5	0	1	2	1
Volunteer reader in library	0	0	0	0	0	0
Dial-in access to the OPAC	4	3	-1	2	2	0
Extended loan periods	4	3	-1	1	1	0
Fax access to reference and/or circulation desk	3	2	-1	1	0	-1
Home delivery service	3	2	-1	1	1	0

Assistive Technology

Intervention Libraries: Adjustable lighting with magnification was added in three of the five libraries. Assistive listening devices for use in the library, assistive listening system in meeting rooms/auditoriums, and electronic magnifiers (CCTV) were added by two of the five libraries. No assistive technology was lost during the year by the intervention libraries.

Control Libraries: One control library lost the assistive listening devices for use in the library, and one library gained a reacher/grabber. Other items remained unchanged during the year.

Change in Assistive Technology Available						
	Intervention Libraries (n=5)			Control Libraries (n=2)		
Assistive Technology	**Pre**	**Post**	**Change**	**Pre**	**Post**	**Change**
Adjustable lighting with magnification	1	4	3	0	0	0
Assistive listening devices for use in the library	2	4	2	1	0	-1

Change in Assistive Technology Available						
	Intervention Libraries (n=5)			Control Libraries (n=2)		
Assistive Technology	Pre	Post	Change	Pre	Post	Change
Assistive listening system in meeting rooms/auditoriums	0	2	2	0	0	0
Electronic magnifiers (CCTV)	1	3	2	0	0	0
Hand-held magnifiers for in-library use	0	1	1	0	0	0
Photocopy machine with large print capability	1	2	1	0	0	0
Public use TTY/TTY payphone	1	2	1	0	0	0
Reacher/grabbers	5	5	0	1	2	1
Talking signage	3	3	0	0	0	0
Wheelchairs/scooters for in-house use	0	0	0	0	0	0

A complete listing of the library services as reported pre and post program implementation is included in Appendix C.

On average, the intervention and control libraries showed similar availability of services prior to program implementation. In the year since program implementation, the intervention libraries have added an average of 19 services, and the control libraries have lost an average of three services. Thus, the gap between the two groups has widened significantly in the past year.

In phase one, libraries were asked to complete a library scan to document which services for people with disabilities were available to patrons of their library. Respondents were asked to recall which services were available with an open-ended question. Very few responses were received to this question. Of the responses that were received, few matched the actual services and the data was not able to be coded accurately.

In phase two, the libraries were again asked to complete a library scan to document which services for people with disabilities were available. The library scans were then used to create a question on the survey asking respondents to specifically identify which of the services listed were available. A copy of the library scan is attached in Appendix D.

The awareness data was examined numerous ways to determine how the respondents differed in their awareness of the services for people with disabilities. Further detail about awareness of services at each library will be summarized in the individual library reports.

The overall findings for all libraries showed that respondents who indicated they had a disability were aware of an average of 11 services, respondents who did not indicate they had a disability were aware of an average of 8 services. More awareness was indicated for the alternative format

materials (53%), than for assistive technology (31%) or special formats (24%). Overall, there was 34% awareness in the intervention libraries, and 32% awareness in the control libraries of the items indicated on the library scan.

In the intervention libraries, 27% of the respondents knew of at least 50% of the available services. In the control libraries, 21% of the respondents knew of at least 50% of the available services.

Conclusions
The libraries that received funding from the Statewide Public Library Services for People with Disabilities Program showed significant improvement in awareness of library services for people with disabilities and considerable reduction in the number of barriers to library use reported by individuals with disabilities. These libraries also showed an increase in satisfaction with the ease of using the library, the accessibility of books and materials, the services for people with disabilities, the attitudes of staff while assisting those with disabilities, and the library services overall. Intervention libraries added an average of nineteen new services for people with disabilities from 2003 to 2004.

The two control libraries showed similar gains in awareness and satisfaction, but in general remained significantly behind the intervention libraries. The libraries that did not receive funding lost an average of three services for people with disabilities from 2003-2004. Reduction in barriers for people with disabilities could not be evaluated for the control libraries due to an insufficient sample size of survey respondents with disabilities.

The results of this report show considerable impact in the intervention libraries after the implementation of the Statewide Public Library Services for People with Disabilities Program. It also provides a preliminary glimpse of what can happen to the availability and variety of services for people with disabilities at libraries who have not received additional funding to serve this population.

Next Steps
❑ Compile individual library reports (by November 5, 2004) to allow for additional data entry of surveys submitted after October 8, 2004 deadline.

Appendix A

        XI.   **Pre-Test Library Survey for Services for People with Disabilities**
        XII.

Answers to the following questions will help the local public library better understand the community's perception and knowledge of services at this library for people with disabilities.

1. Have you heard about the library's services for people with disabilities?
- ❑ **Yes**
- ❑ **No → SKIP to Question 2**

If "Yes", how did you learn about the library's services for people with disabilities? (Check all that apply.)
- ❑ Caregiver or Personal Assistant
- ❑ Community organization
- ❑ Family member
- ❑ Flyer
- ❑ Friend
- ❑ Library Website
- ❑ Library staff
- ❑ Newspaper
- ❑ Non-Library website
- ❑ Radio
- ❑ Saw service at library
- ❑ Other:_____

If "Yes", what services are provided by the library for people with disabilities?

_____

_____

_____

_____

2. How often do you use the library, including online, fax, phone and mail access? (Check one answer.)
- ❑ Daily
- ❑ Weekly
- ❑ Monthly
- ❑ Yearly
- ❑ Never
- ❑ Other:_____

If you use the library, when did you use it last?
        Month_____ Year_____

3. **Do any of the following interfere with your ability to use the library?**
(Check all that apply.)

- ❑ Attitudes of staff or public
- ❑ Communication with staff
- ❑ Difficulty using the computers
- ❑ Hours open
- ❑ Inability to find or reach library materials
- ❑ Inability to use standard library materials

- ❑ Parking at library
- ❑ Physical access to and within building
  - ❑ *Transportation to library*
- ❑ Other (please specify):
  _____
- ❑ None of the above

4. **How often do you *currently use* library services for people with disabilities?**
(Check one answer.)

- ❑ Daily
- ❑ Weekly
- ❑ Monthly
- ❑ Yearly

- ❑ Never
- ❑ Other (please specify):
  _____

5. **How often do you *plan to use* library services for people with disabilities?**
(Check one answer.)

- ❑ Daily
- ❑ Weekly
- ❑ Monthly
- ❑ Yearly

- ❑ Never
- ❑ Other (please specify):
  _____

6. **How would you rate the ease of using the library?** (Circle one answer.)

Poor	**Fair**	**Adequate**	**Good**	**Outstanding**	**Don't**
1	2	3	4	5	**Know**

7. **How would you rate the accessibility of books and materials within the library?** (Circle one answer.)

Poor	**Fair**	**Adequate**	**Good**	**Outstanding**	**Don't**
1	2	3	4	5	**Know**

8. **How would you rate the library's services for people with disabilities?**
(Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

9. **How would you rate the attitude of the staff at the library when providing services for people with disabilities?** (Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

10. **How would you rate the library services overall?** (Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

The following questions are to help us to determine whether or not we are reaching all members of the community. ***All responses are confidential and optional***.

11. **Do you have any disabilities that affect your ability to use the library?**
   ❑ **Yes**
   ❑ **No → SKIP to Question 12**

   If "Yes", please indicate the type of disability. (Check all that apply.)
   ❑ Learning Disability
   ❑ Mobility Disability
   ❑ Developmental Disability
   ❑ Deaf
   ❑ Vision Disability
   ❑ Older Adult with Sensory and/or Mobility Disabilities
   ❑ Child with Special Needs
   ❑ Other (please specify):
   _____

12. **Do you know other people who have disabilities that affect their ability to use the library?**
   ❑ **Yes**
   ❑ **No → SKIP to Question 13**

If "Yes", please indicate the individual's disability and their relationship to you. Please use back of survey if more space is needed.

	Relationship *(for example: mother, friend, client, spouse)*
❑ Learning Disability	
❑ Mobility Disability	
❑ Developmental Disability	
❑ Deaf	
❑ Vision Disability	
❑ Older Adult with Sensory and/or Mobility Disabilities	
❑ Child with Special Needs	
❑ Other:_____	

13. Please indicate your gender:
- ❑ Male
- ❑ Female

14. Please indicate your age:
- ❑ 6-12 years old
- ❑ 13-22
- ❑ 23-65
- ❑ 66 and older

15. Are you currently employed?
- ❑ **Yes**
- ❑ **No → SKIP to Question 16**

If "yes", are you working part-time or full-time?
- ❑ Part-Time
- ❑ Full-Time

16. Are you currently in school?
- ❑ **Yes**
- ❑ **No → SKIP to Question 17**

If "yes", at what level? (Check one answer.)

- ❑ Elementary school
- ❑ High school
- ❑ Community college
- ❑ University
- ❑ Post graduate

17. Please indicate the highest education level you have completed.

(Check one answer)

- ❑ Elementary school
- ❑ High school
- ❑ GED
- ❑ Community college
- ❑ University
- ❑ Post-graduate
- ❑ Other (please specify): _____

18. Please indicate your race/ethnicity:

(Check one answer.)

- ❑ African American
- ❑ Asian/Pacific Islander
- ❑ Latino/Hispanic
- ❑ Native American
- ❑ Caucasian/ White
- ❑ More than one Race/Ethnicity
- ❑ Other (please specify): _____
- ❑ Decline to State

19. We welcome your comments about the local public library's services for people with disabilities.

_____

_____

_____

_____

Thank you very much for your assistance.

Harder + Company Community Research
2925 Spafford Street, Suite C
Davis, CA 95616

Appendix B

XIII.   Post-Test Library Survey for Services for People with Disabilities

Note: The attached survey is for the Torrance Site. Each library received a slightly different survey as question 11 was modified to include the specific services identified as available in the library scan.

Answers to the following questions will help the local public library better understand the community's perception and knowledge of services at this library for people with disabilities.

1. Have you heard about the library's services for people with disabilities?
- ❑ **Yes**
- ❑ **No → SKIP to Question 2**

If "Yes", how did you learn about the library's services for people with disabilities? (Check all that apply.)
- ❑ Caregiver or Personal Assistant
- ❑ Community Organization
- ❑ Family Member
- ❑ Flyer
- ❑ Friend
- ❑ Library Website
- ❑ Library Staff
- ❑ Newspaper
- ❑ Non-Library website
- ❑ Radio
- ❑ Saw Service at Library
- ❑ Other:_____

2. How often do you use the library, including online, fax, phone and mail access? (Check one answer.)
- ❑ Daily
- ❑ Weekly
- ❑ Monthly
- ❑ Yearly
- ❑ Never
- ❑ Other:_____

If you use the library, when did you use it last?
Month_____ Year_____

3. Do any of the following interfere with your ability to use the library?
(Check all that apply.)
- ❑ Attitudes of staff or public
- ❑ Communication with staff
- ❑ Difficulty using the computers
- ❑ Hours open
- ❑ Inability to find or reach library materials
- ❑ Inability to use standard library materials
- ❑ Parking at library
- ❑ Physical access to and within building
- ❑ **Transportation to library**
- ❑ Other (please specify): _____
- ❑ None of the above

4. How often do you *currently use* library services for people with disabilities?
(Check one answer.)
- ❑ Daily
- ❑ Weekly
- ❑ Monthly
- ❑ Yearly

- ❑ Never
- ❑ Other (please specify):
  _____

5. In the next year, how often do you *plan to use* library services for people with disabilities? (Check one answer.)
- ❑ Daily
- ❑ Weekly
- ❑ Monthly
- ❑ Yearly
- ❑ Never
- ❑ Other (please specify):
  _____

6. How would you rate the ease of using the library? (Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

7. How would you rate the accessibility of books and materials within the library? (Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

8. How would you rate the library's services for people with disabilities? (Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

9. How would you rate the attitude of the staff at the library when providing services for people with disabilities? (Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

10. How would you rate the library services overall? (Circle one answer.)

Poor	Fair	Adequate	Good	Outstanding	Don't
1	2	3	4	5	**Know**

11. **Which of the following services for people with disabilities are available at the library?** (Check all that apply.)

Alternative formats
- ❑ Large print books
- ❑ Audio books/books on tape
- ❑ Talking books
- ❑ Closed caption videos
- ❑ Described videos
- ❑ Instructional videos in sign language

Special Services
- ❑ Extended loan periods
- ❑ An advisory group of people with disabilities
- ❑ Library cards for caregivers/proxies
- ❑ Ability to check out more than the usual number of materials
- ❑ Dial-in access to library resources from home (or dorm)
- ❑ Home delivery service
- ❑ Brochures and library maps in alternative formats
- ❑ TTY reference service
- ❑ Fax access to reference and/or circulation desk
- ❑ Email access to reference and/or circulation desk
- ❑ Volunteer technology assistant in library
- ❑ Information and referral in using the adaptive and assistive technologies

Assistive Technology
- ❑ Public use TTY/TTY payphone
- ❑ Assistive listening devices for use in the library
- ❑ Assistive listening system in meeting rooms/auditoriums
- ❑ Hand-held magnifiers for in-library use
- ❑ Electronic magnifiers (CCTV)
- ❑ Reacher/grabbers
- ❑ Wheelchairs/scooters for in-house use
- ❑ Photocopy machine with large print capability
- ❑ Adjustable lighting with magnification

Other
- ❑ Adaptive devices for in-house
- ❑ Slow-speed read-along sets for individuals with learning disabilities
- ❑ Walkers with baskets
- ❑ Reading pens
- ❑ Browsing baskets to carry library items
- ❑ Book holders
- ❑ Fully adjustable adaptive work stations
- ❑ Large screen (19" flat screen) monitors
- ❑ Scanner
- ❑ Headphones

❑ Input devices (customized keyboards, small/large joggle switches, roller plus joystick or trackball, touchscreen)

The following questions are to help us to determine whether or not we are reaching all members of the community. ***All responses are confidential and optional***.

12.Do you have any disabilities that affect your ability to use the library?
- ❏ **Yes**
- ❏ **No → SKIP to Question 13**

If "Yes", please indicate the type of disability. (Check all that apply.)
- ❏ Learning Disability
- ❏ Mobility Disability
- ❏ Developmental Disability
- ❏ Deaf
- ❏ Vision Disability
- ❏ Older Adult with Sensory and/or Mobility Disabilities
- ❏ Child with Special Needs
- ❏ Other (please specify): _____

13. Do you know other people who have disabilities that affect their ability to use the library?
- ❏ **Yes**
- ❏ **No → SKIP to Question 14**

If "Yes", please indicate the type of disability. (Check all that apply.)
- ❏ Learning Disability
- ❏ Mobility Disability
- ❏ Developmental Disability
- ❏ Deaf
- ❏ Vision Disability
- ❏ Older Adult with Sensory and/or Mobility Disabilities
- ❏ Child with Special Needs
- ❏ Other (please specify): _____

14. Please indicate your gender:
- ❏ Male
- ❏ Female

15. Please indicate your age:
- ❏ 6-12 years old
- ❏ 13-22
- ❏ 23-65

❑ 66 and older

16. Please indicate your race/ethnicity:
(Check one answer.)
    ❑ African American
    ❑ Asian/Pacific Islander
    ❑ Latino/Hispanic
    ❑ Native American
    ❑ Caucasian/ White

    ❑ More than one
       Race/Ethnicity
    ❑ Other (please specify):
       _____
    ❑ Decline to State

17. Are you currently employed?
    ❑ **Yes**
    ❑ **No → SKIP to Question 18**

    If "Yes", are you working part-time or full-time?
    ❑ Part-Time
    ❑ Full-Time

18. Are you currently in school?
    ❑ **Yes**
    ❑ **No → SKIP to Question 19**

    If "Yes", at what level? (Check one answer.)
    ❑ Elementary school
    ❑ High school
    ❑ Community college

    ❑ University
    ❑ Post graduate

19. Please indicate the highest education level you have completed.
(Check one answer)
    ❑ Elementary school
    ❑ High school
    ❑ GED
    ❑ Community college

    ❑ University
    ❑ Post-graduate
    ❑ Other (please specify):
       _____

20. We welcome your comments about the local public library's services for people with disabilities.

_____

_____

_____

_____

_____

Thank you very much for your assistance.

Harder + Company Community Research
2925 Spafford Street, Suite C
Davis, CA 95616

Appendix C

XIV. Individual Library Reports of Services Available at Pre and Post-test

Sacramento Public Library (Intervention)				
After Program Implementation	**Before Program Implementation**	**Match**	**Old**	**New**
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
	Fax access to reference and/or circulation desk		1	
Instructional videos in sign language	Instructional videos in sign language	1		
	Extended loan periods		1	
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
TTY reference service	TTY reference service	1		
	Home delivery service		1	
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Books-by-mail	Books-by-mail	1		
Braille books				1
Closed caption videos				1
Described videos				1
An advisory group of people with disabilities				1
Ability to check out more than the usual number of materials				1
Email access to reference and/or circulation desk				1
ASL or realtime captioning offered at public programs				1
Public use TTY/TTY payphone				1
Dial in access to OPAC				1
Training or assistance in using the adaptive or assistive technologies				1
OTHER				
ASL reference service				1
Data projector				1
Totals		**9**	**3**	**12**

Oakland Public Library (Intervention)

After Program Implementation	Before Program Implementation	Match	Old	New
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Closed Caption Videos	Closed Caption Videos	1		
Instructional videos in sign language	Instructional videos in sign language	1		
Extended loan periods	Extended loan periods	1		
	Dial-in access to the OPAC		1	
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
	Email access to library resources from home (or dorm)		1	
Electronic magnifiers (CCTV)	Electronic magnifiers (CCTV)	1		
Photocopy machine with large print capability	Photocopy machine with large print capability	1		
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
	Ability to check out more than the usual number of materials		1	
Described videos	Described videos	1		
Brochures and library maps in alternative formats	Brochures and library maps in alternative formats	1		
TTY reference service	TTY reference service	1		
Fax access to reference and/or circulation desk	Fax access to reference and/or circulation desk	1		
ASL or realtime captioning offered at public programs	ASL or realtime captioning offered at public programs	1		
Public use TTY/TTY payphone	Public use TTY/TTY payphone	1		
Assistive listening system in meeting rooms/auditoriums	Assistive listening system in meeting rooms/auditoriums	1		
Braille books				1
An advisory group of people with disabilities				1
Email access to reference and/or circulation desk				1
Volunteer technology assistant in library				1
Radio reading service or News line for the Blind				1
Information and referral to relevant local agencies and organizations				1

Oakland Public Library (Intervention)				
After Program Implementation	**Before Program Implementation**	**Match**	**Old**	**New**
Training or assistance in using the adaptive or assistive technologies				1
OTHER				
Fines often waived				1
Adaptive technology stations in 5 sites				1
Kurweil 3000 in 7 other sites also				1
Bi-Folkal kits for loan				1
Bookmobile				1
Audio tutorials on computer use (for blind patrons)				1
Free holds - 150 per year (more if needed)				1
Totals		**17**	**3**	**14**

Torrance Public Library (Intervention)				
This year	**Last year**	**Match**	**Old**	**New**
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Closed caption videos	Closed Caption videos	1		
Instructional videos in sign language	Instructional videos in sign language	1		
	Book/Cassette read-alongs for ESL/individuals with learning disabilities		1	
Extended loan periods	Extended loan periods	1		
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
Ability to check out more than the usual number of materials	Ability to check out more than the usual number of materials	1		
Dial-in access to the OPAC	Dial-in access to the OPAC	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Home delivery service	Home delivery service	1		
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
Talking books				1
Described videos				1
An advisory group of people with disabilities				1
Brochures and library maps in alternative formats				1
Fax access to reference and/or circulation desk				1
Email access to reference and/or circulation desk				1
Volunteer technology assistant in library				1
Assistive listening devices for use in the library				1
Assistive listening system in meeting rooms/auditoriums				1
Electronic magnifiers (CCTV)				1
Reacher/grabber				1
Wheelchairs/scooters for in-house use				1
Photocopy machine with large print capability				1

Torrance Public Library (Intervention)				
This year	**Last year**	**Match**	**Old**	**New**
Adjustable lighting with magnification				1
Training or assistance in using the adaptive or assistive technologies				1
Adaptive devices for in-house				1
Slow-speed read-along sets for individuals with learning disabilities				1
Walkers with baskets				1
Reading pens				1
Browsing baskets to carry library items				1
Book holders				1
Fully adjustable adaptive work stations				1
Large screen (19" flat screen) monitors				1
Scanner				1
Headphones				1
Input devices-large print and large button keyboards, adaptive customized keyboards such as Intellikeys, small and large joggle switches, roller plus joystick, roller plus trackball, touchscreen				1
Totals		**12**	**1**	**26**

Plumas Public Library: Chester Branch (Intervention)				
This year	**Last year**	**Match**	**Old**	**New**
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Dial in access to the OPAC	Dial in access to the OPAC	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
Photocopy machine with large print capability	Photocopy machine with large print capability	1		
	Fax access to reference and/or circulation desk		1	
	Print/Braille Books		1	
Toys and other tangibles	Toys and other tangibles	1		
Wheelchairs/scooters for in-house use	Wheelchairs/scooters for in-house use	1		
Talking books				1
An advisory group of people with disabilities				1
Library cards for caregivers/proxies				1
Home delivery service				1
Email access to reference and/or circulation desk				1
Volunteer technology assistant in library				1
Information and referral to relevant agencies				1
Public use TTY/TTY payphone				1
Electronic magnifiers (CCTV)				1
Training and assistance in using the adaptive or assistive technologies				1
OTHER				
ZoomText on all computers				1
Totals		**8**	**2**	**11**

Long Beach Public Library (Intervention)				
This year	**Last year**	**Match**	**Old**	**N**
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Closed Caption Videos	Closed Caption Videos	1		
Instructional videos in sign language	Instructional videos in sign language	1		
Extended loan periods	Extended loan periods	1		
	Dial-in access to the OPAC		1	
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
	Home delivery service		1	
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
Talking books	Talking books	1		
An advisory group of people with disabilities	An advisory group of people with disabilities	1		
Books-by-mail	Books-by-mail	1		
Email access to reference and/or circulation desk	Email access to reference and/or circulation desk	1		
Assistive listening devices for use in the library	Assistive listening devices for use in the library	1		
Electronic magnifiers (CCTV)	Electronic magnifiers (CCTV)	1		
	Photocopy machine with large print capability		1	
Described videos				
Extended reserve periods				
Brochures and library maps in alternative formats				
TTY reference service				
ASL or realtime captioning offered at public programs				
Volunteer technology assistant in library				
Training or assistance in using the adaptive or assistive technologies				
Public use TTY/TTY payphone				
Reacher/grabbers				
Wheelchairs/scooters for in-house use				
OTHER				

Long Beach Public Library (Intervention)				
This year	**Last year**	**Match**	**Old**	**N**
Walker with basket				
Seat lifts				
Bookholders-manual				
Pageturners (1 -automatic; 5-manual)				
Adjustable reading tables (powered)				
Adjustable chairs				
Adjustable computer table (powered)				
Interpretype machine for the deaf (similar to TTY, but used for 1 on 1 communication with person seated across from you				
Totals		**14**	**3**	

Chula Vista Public Library (Control)				
This year	**Last year**	**Match**	**Old**	**New**
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Instructional videos in sign language	Instructional videos in sign language	1		
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Dial-in access to the OPAC	Dial-in access to the OPAC	1		
Toys and other tangibles	Toys and other tangibles	1		
Email access to reference and/or circulation desk	Email access to reference and/or circulation desk	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
TTY reference service	TTY reference service	1		
Home delivery service	Home delivery service	1		
	Closed caption videos		1	
	Electronic magnifiers (CCTV)		1	
	Large screen monitors		1	
	Talking OPAC		1	
	Staff will assist with reading, reading on demand		1	
	Reading machine		1	
Extended loan periods				1
Volunteer technology assistant in library				1
Hand-held magnifiers for in-library use				1
Training or assistance in using the adaptive or assistive technologies				1
Totals		**11**	**6**	**4**

Colusa Public Library (Control)				
This year	**Last year**	**Match**	**Old**	**New**
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
	Hand-held magnifiers for in-library use		1	
	Fax access to reference and/or circulation desk		1	
Instructional videos in sign language	Instructional videos in sign language	1		
	Extended loan periods		1	
	Library cards for caregivers/proxies		1	
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies	1		
Dial In Access to the OPAC	Dial-in access to the OPAC	1		
	Toys and other tangibles		1	
	Email access to reference and/or circulation desk		1	
Ability to check out more than the usual number of materials	Ability to check out more than the usual number of materials	1		
	Computers in public area have large print format available		1	
	Some signage in Braille		1	
Closed Caption Videos				1
Books-by-mail				1
Hand-held magnifiers for in-library use				1
Electronic access to library resources from home (or dorm)				1
Training or assistance in using the adaptive or assistive technologies				1
Totals		**6**	**8**	**5**

Appendix D
        XV.   **Library Scan**

Name of Library _____ **Date** _____

Name of Person Completing Form _____

Please complete the following questions based on the materials, services and technologies currently available at your library.

1. What alternative format materials does your library own? Check all that the library has.

_____ Large print books
_____ Audio books/books on tape (commercial)
_____ Talking books
_____ Braille books
_____ Closed caption videos
_____ Described videos
_____ Instructional videos in sign language
_____ Toys and other tangibles
_____ Adaptive technology for loan
_____ Other (please specify) _____

2. What special services are offered to patrons with disabilities? Check all that are offered.

_____ Extended loan periods
_____ An advisory group of people with disabilities
_____ Extended reserve periods
_____ Library cards for caregivers/proxies
_____ Ability to check out more than the usual number of materials
_____ Dial-in access to OPAC
_____ Electronic access to library resources from home (or dorm)
_____ Home delivery service
_____ Books-by-mail
_____ Brochures and library maps in alternative formats
_____ TTY reference service
_____ Fax access to reference and/or circulation desk
_____ Email access to reference and/or circulation
_____ ASL or realtime captioning offered at public programs
_____ Volunteer reader in library
_____ Volunteer technology assistant in library
_____ Radio reading service or News line for the Blind
_____ Information and referral in using the adaptive and assistive technologies
_____ Other (please specify) _____

3. What assistive technology (non-computer) does the library offer? Check all the library has.

_____ Public use TTY/TTY payphone
_____ Assistive listening devices for use in the library
_____ Assistive listening system in meeting rooms/auditoriums
_____ Hand-held Magnifiers for in-library use
_____ Electronic magnifiers (CCTV)
_____ Reacher/grabbers
_____ Wheelchairs/scooters for in-house use
_____ Talking signage
_____ Photocopy machine with large print capability
_____ Adjustable lighting with magnification
_____ Other (please specify) _____

Please return this form by fax, email or mail.

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Thank you very much for your participation and assistance.